

	<b>CITY OF KEY WEST JOB DESCRIPTION</b>	<b>Non-Union, Exempt Position</b>	
		<b>DATE OF REVISION</b>	<b>06/11</b>
<b>POSITION</b>	<b>UTILITIES COLLECTION MANAGER</b>	<b>MIN. HOURLY RATE</b>	<b>\$61,825.92</b>
<b>DEPARTMENT</b>	<b>GENERAL SERVICES</b>		
<b>JOB CODE</b>	<b>43925</b>	<b>GRADE</b>	<b>N45</b>

**PHYSICAL LOCATION:**

- All areas of the City

**REPORTING RESPONSIBILITIES:**

- General Services Director or designee

**GENERAL FUNCTIONS:**

- This is advanced finance management position will help ensure the timely and accurate collection of City of Key West Utilities customer's account receivables and will assist with the collection of other City delinquent accounts as time allows. The position will verify the accuracy of the City's billing records for all customers. Work includes the establishment and maintenance of policies and procedures regarding collection practices and the coordination of activities with the Legal Dept. or private collection resources on the more difficult cases.

**ESSENTIAL FUNCTIONS (Without Accommodations):**

- Able to read, write, speak and understand English in order to communicate with staff, co-workers, general public and outside agencies.
- Able to work minimum 40 hour week and additional hours as required.
- Able to efficiently use all equipment and/or materials as specified in job description.
- Able to see and hear well enough to perform duties specified in job description.
- Able to perform field work to inspect and verify customer information in outdoor conditions

**EQUIPMENT TO BE USED:**

- Personal computer and related software, financial software applications, calculator, fax machine, copy machine, general office equipment, other equipment as necessary for completing job tasks.

**ENVIRONMENT:**

- Both indoor and outdoor setting. Indoor setting is in an air-conditioned office. Outdoors may be in any local weather condition where the individual is subject to the elements.

**PHYSICAL REQUIREMENT:**

- Sitting 57%
- Standing 25%
- Climbing 1%
- Bending 1%
- Reaching 5%
- Walking 10%
- Lifting 1%

**DUTIES/TASKS/JOBS:**

- Develops, reviews and coordinates City utilities accounts receivable collection procedures and operational methods. Assists other City Departments on an as-needed basis.
- Acts as primary City liaison for contracts with collection agency.
- Researches individual accounts to determine the accuracy of customer billing, including matching of water meters for properties, and ensuring a proper number of solid waste accounts for multi-unit properties. This will include work in the field.
- Contacts delinquent customers concerning their payments by telephone, personal visits, and/or letters in attempting to collect payments which are in arrears.
- Oversees filing of liens on delinquent properties as needed.
- Works with customers to resolve disputed bills in accordance with City policy.
- Ensures that all utility billing data is updated correctly and on a timely basis.
- Provides timely receivable aging and other reports on collection activities.
- Performs related work as required.

**REQUIRED KNOWLEDGE, SKILLS/QUALIFICATION AND ABILITIES:**

- Bachelor's degree from an accredited college or university with a major in accounting, finance, or business. Experience in revenue collections operations may be substituted.
- Considerable knowledge of accounting and collection practices and procedures.
- Ability to organize, plan, direct and coordinate collection procedures for delinquent accounts.
- Ability to express ideas clearly and concisely both orally and in writing.
- Experience in a customer service environment.
- Experience in revenue collection operations highly recommended.
- Experience working with data processing and reporting.
- Minimum of five years experience in a supervisory position.
- Equivalent combination of training and experience may be substituted as determined by department head and City Manager.

Periodically duties, equipment, material, and/or job setting(s), other than those listed, are required and will be considered as part of the regular job while in effect.

The listing of tasks is in no way to be considered a complete listing of all possible tasks, nor is the requirement for an ability or skill a guarantee that the ability or skill is going to be used.

I \_\_\_\_\_, have read this job description and hereby agree with the above noted "Acknowledgments", that I meet the requirement and qualifications and if hired, can perform these and related duties as assigned. I further affirm that I understand this job description may be amended periodically, as is the right of the City.

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**Applicant Signature**

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**Date**

**THE CITY OF KEY WEST IS AN EQUAL OPPORTUNITY,  
VETERANS PREFERENCE EMPLOYER  
AND A DRUG FREE WORKPLACE**

**Apply at:**

**City Hall, Office of Human Resources  
3102 Flagler Ave., Key West FL 33040  
Telephone: (305) 809-3714**